

Universal Plus

Kindly you that, due to amendments to the “On Communications” law in Russia, the “2 numbers on 1 SIM card” service will be discontinued. Between 09.09.25 and 15.09.25, the Russian operator Aiva-Mobile will automatically block Russian numbers registered with non-Russian passports.

After the Russian number is blocked, you will:

- Continue using your Armenian number under the same tariff plan. If you are subscribed to the postpaid Next Level, Level Up 8500, or Unity tariff plans, you will temporarily not be able to call Russia using the minutes included in your plan. This option will be restored starting from October 1.

Once your monthly minutes are consumed, calls to Russia will be charged at 70 AMD/min. If you use the prepaid uSimple tariff plan, calls to Russia will continue at the rate of 70 AMD/min.

- To use your Armenian number seamlessly in Armenia, as well as to stay connected while roaming in Russia, you must visit a Ucom service center and replace your SIM card free of charge. If you wish to keep your Russian number, please retain your old SIM card after replacement, as the Russian number will remain active only on that card.
- You will no longer be able to receive incoming calls to your Russian number while in Armenia, and the Russian number will not work when you are in Russia.

To keep your Russian number, you must comply with the requirements of the relevant Russian legislation, which you can find here:

- [Number registered with an Armenian passport, subscriber is **not** a Russian citizen](#)
- [Number registered with an Armenian passport, subscriber **is** a Russian citizen](#)
- [Number registered with a Russian passport](#)

Please note: If you choose to keep your Russian number, it will not function in Armenia, since the Russian operator Aiva-Mobile does not provide roaming services. To use your Russian number in Armenia, you must transfer it to another Russian operator that offers roaming.

With **Universal Plus** Postpay service get 1 SIM-card with 2 numbers: Armenian and Russian*, and take advantage of the following benefits:

- 2 numbers in 1 SIM-card: the Armenian number to be used in Armenia, the Russian one to be used in Russia, without any roaming;
- Calls from Armenia to all Russian networks from the minutes, included in the tariff plan;
- Affordable calls from Russian number to Armenian all networks while being in Russia
- Free incoming calls on both Armenian and Russian numbers, while being in Armenia and in Russia;
- Roaming service available for the Armenian number outside of Armenia and Russia, in accordance with **Ucom** roaming tariffs, as well as incoming calls on Armenian and Russian numbers while being in roaming;
- 30 rubles of initial balance on the Russian number for making calls upon your entry to Russia before the account top-up;

The tariff plans of the Universal Plus service are as follows:

Universal Plus 3000 AMD 500 minutes to all local networks, USA, Canada and Russia*	Universal Plus 5500 AMD 1500 minutes to all local networks, USA, Canada and Russia*	Universal Plus 8000 AMD 3000 minutes to all local networks, USA, Canada and Russia*	Universal Plus 12500 AMD 6000 minutes to all local networks, USA, Canada and Russia*
7 GB + 7 GB** Twitter, Skype, Zoom, Viber, WhatsApp, Google Classroom, Microsoft Teams***	15 GB + 15 GB** Twitter, Skype, Zoom, Viber, WhatsApp, Google Classroom, Microsoft	30 GB + 30 GB** Twitter, Skype, Zoom, Viber, WhatsApp, Google Classroom, Microsoft Teams***	50 GB + 50 GB** Twitter, Skype, Zoom, Viber, WhatsApp, Google Classroom, Microsoft Teams***

	Teams***		
500 SMS to all local networks	1500 SMS to all local networks	3000 SMS to all local networks	6000 SMS to all local networks
unlimited calls within Ucom mobile network after the consumption of the included minutes			
Free uMediaroom			
3000 AMD extra credit limit	5000 AMD extra credit limit	10000 AMD extra credit limit	15000 AMD extra credit limit
12 AMD/minutes calls to other local networks after consuming the included minutes			
15 AMD/minutes calls to Russia, USA and Canada after consuming the included minutes			
mobile internet after consuming the included MB			
5 AMD/MB	3 AMD/MB	2 AMD/MB	1 AMD/MB

15 AMD/SMS SMS to local networks after consuming the included SMS
20 AMD/SMS SMS to international numbers

Starting 01.04.2024 the monthly fee of Level Up 2900 postpaid tariff plan will become 3000 AMD instead of the previous 2900. [Learn more.](#)

When being in Armenia you will use your Armenian number with **Universal Plus** tariff plan, while in Russia you will use your Russian number with **My Armenia** Prepay tariff plan, and without any roaming.

While being in Russia you will receive free incoming calls on your Armenian number, provided that it is in active status, and the Russian number is not blocked upon customer's request.

In Armenia you can top-up your Russian number via QiWi electronic wallet, as well as [online](#), and the Armenian one – via one of the existing payment means.

In Russia you can top-up your Armenian number via QiWi payment terminals and electronic wallet, as well as online via www.ucom.am website through bank cards issued in Armenia. For top-up of Armenian number in Russia through other bank cards click [here](#). In Russian you can top-up the Russian number via one of the existing payment means.

In case of the contract termination, or migration from **Universal Plus** tariff plan to another one, or subscription type change, this offer will not be available for you anymore and you will lose the benefit of having 2 numbers in 1 SIM-card.

In case of the migration from Universal Plus tariff plan to other subscription type from the 1st day of the upcoming month, you will benefit from your Universal Plus service until the end of the current month with the following limitations:

- You can use the monthly inclusions of minutes to call only all local networks in RA, USA and Canada. Calls to Russia will be charged from your account in accordance with the international call rates to Russia, set by Ucom;
- The Russian phone number will no longer be valid, and incoming calls to that number will be unavailable;
- When in Russia, you will benefit from roaming in accordance with the roaming conditions.

This offer is applicable for individuals only, who will present an identification document, valid both in Armenia and Russia (e.g., the internal identification document valid in Armenia (ID card), cannot be used to benefit from this offer, as this document is not valid in Russian Federation).

You can make SIM replacement, number change and perform other transactions in Ucom service centers in Armenia and in MTT service centers in Russia. All transactions that are performed in Armenia will be done in accordance with Ucom procedures, and those performed in Russia - in accordance with MTT procedures.

In case you have questions while being in Russia you can contact **Ucom** call center for free at **4444** short number or **00 7 958 555 4444**.

Outside of Armenia and Russia you will use roaming in accordance with the current rates and terms of **Ucom Roaming** service. Moreover, there's no need to activate the Roaming service, as it is already active by-default.

Upon subscriber's request, within the frames of this offer the incoming calls received to subscriber's Armenian number from his/her Russian number are redirected/ forwarded in accordance with the command received with the call.

*Services with Russian number are provided by Aiva mobile.

**You will be receiving the additional GB during 24 consecutive months upon joining the service until 31.05.2021.

***Till May 31, 2021 inclusive there will be no charge for the internet while using Twitter, Skype, Zoom, Viber, WhatsApp, Google Classroom, Microsoft Teams applications, as well as visiting zoom.us, armedu.am, emis.am, kahoot.com, etwinning.net and e-school.am websites. In order to completely benefit from the mentioned applications and websites, you should have a positive balance on your account. When using these websites and applications there may be data exchange among other internet resources, the charging of which will be performed in accordance with the tariff plan.

In order to choose your smartphone and learn the special conditions, do not hesitate to visit any [Ucom service center](#) or our [online shop](#).

Your close ones living in Russia can also benefit from "2 numbers in 1 SIM card" offer, by acquiring the SIM card in Russia. [More](#)

The Lifecycle of your Number

Universal Plus subscription is considered to be activated from the moment of subscription.

The service will be active until the 20th day of the upcoming month. In active period you can make and receive calls to/from any directions, send and receive SMSes and MMSes, use GPRS (mobile internet) and other services.

If you haven't paid the outstanding debt by the deadline (20th of every month), the service turns into passive period. The passive period lasts until the end of the upcoming month. In that period you can only receive calls, SMSes and MMSes and call the first aid free numbers. Moreover, note that the active services' bundles, automatically activated offers are preserved in passive period, but you cannot use them.

You can reactivate all services in passive period by simply paying the outstanding debts for the previous months (negative balance and outstanding monthly fees). You will be able to use the service bundles and automatically activated offers in case their validity periods are not over.

If you haven't paid the outstanding debt by the end of the passive period, the service turns into suspension for 1 month, during which you still can pay the outstanding debts, like negative balance, monthly fees, and penalty for late payment.

Should you fail to pay the outstanding debts until the service suspension your agreement will be unilaterally terminated by Ucom without prior notification to you. Your number will be provided to other subscriber and in this case the activation of the service is performed on general basis.

More

With **Universal Plus** you'll also have an exceptional chance to choose one of the best smartphones for a rent and installment with 24 months subscription.

The offer is not available for:

The subscribers, who don't meet the solvency requirements, set by **Ucom**. You'll be required to present information and documents testifying to your solvency (job certificate, etc.), in order to optimize the process of acquisition of a handset at exclusive conditions.

Solvency Requirements

In order to provide you with the handsets at exclusive price, **Ucom** will be entitled to check the information provided by you, in any manner not forbidden by law. For assessment of your solvency Ucom is entitled to make inquiries to credit bureaus operating in RA and receive credit information relating to you, by observing law requirements.

The same person may acquire only 1 handset with 12 or 24-month commitment. If the subscriber has a current 12 or 24-month commitment, the second handset won't be provided.

Subscriber shall be a RA citizen age 23-63 with permanent registered address in the RA and shall present his/her ID and social security card during subscription.

Ucom is entitled to refuse to provide you with handsets at special conditions, even if you present all the documents required by Ucom, if it thinks that you don't meet the solvency requirements set by Ucom.

In order to benefit from the offer, other person's guarantee may be also required. The guarantor should be a citizen of RA aged 27-63 with a permanent registration address in RA. The same person may act as a guarantor only once. Dolphin, Panther and Butterfly subscribers, who have acquired a handset with 12 or 24-month commitment and whose commitment is still in force, cannot act as a guarantor for other person.

While benefiting from the special offer, the information on non-performance of the obligations towards Ucom can be provided to credit bureaus operating in RA in accordance with the legislation of RA, in order to use it for the purpose envisaged by law.

In case of termination of the agreement before the expiry of the commitment period and non-return of the handset by you or sale of the handset to you in the established manner, you will be obliged to pay the residual value of the handset, as well as a penalty in the amount of 10 000 or 20 000 AMD, depending on the price of the handset acquired. The penalty will not be charged, if at the time of termination of the agreement you renew the agreement for the same phone number, by acquiring a handset within the scope of this offer, or join one of the following offers:

- [Revolutionary offer](#)
- Handset on [special financing conditions](#)
(0% prepayment, 0% interest rate, 0% service charge, 24 months).